

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of the Louis A. Johnson VA Medical Center, you have the **RIGHT** to:

1. Be treated with appropriate, considerate, respectful and courteous care.
2. Discuss with our staff your concerns or issues to the quality of services and/or devices furnished to you.
3. Express your concerns regarding the timeliness of services and devices provided.
4. Discuss your eligibility and entitlement to Prosthetics Services with staff personnel.
5. Have privacy; to refuse to take part in any research studies.
6. Complete and have placed on file a copy of your Patient Satisfaction Form, clearly stating your questions and concerns.
7. Receive a response to a written complaint in a timely manner.
8. Appeal any decision made by the Prosthetic Service concerning your eligibility and settlement to receive such services.
9. Refuse treatment/equipment to the extent permitted by law.

As a patient of the Louis A Johnson VA Medical Center, you have the **RESPONSIBILITY** to:

1. Treat the Prosthetic Staff, and the vendors who deliver your items, with courtesy and respect.
2. Take reasonable care when using devices and/or appliances issued to you.
3. Exercise reasonable care and maintenance of devices and appliances issued to you.
4. Immediately advise the Prosthetic Staff of defective equipment or when equipment is no longer required for your use.
5. Contact Prosthetic Staff if you desire to return the prosthetic equipment to the VA for reissuance to another veteran.
6. Comply with the prescribed plan of treatment and to communicate any concerns and health care needs with your VA health care providers.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY OF THE PATIENTS' RIGHTS AND RESPONSIBILITIES DOCUMENT. I HAVE REVIEWED AND UNDERSTAND THE CONTENTS OF THIS DOCUMENT.

VETERAN/CAREGIVER'S SIGNATURE

DATE